Food Services Manager

“Manager of the Year” (2009) for Gold Resorts, where turnaround leadership of multimillion-dollar restaurant, banquet, room service and catering operations has resulted in record-setting profitability and eight   
“Best of Seattle” awards for fine dining excellence.

Key Skills

|  |  |
| --- | --- |
| * Hospitality & Culinary Management * Front- & Back-of-House Operations * Budgeting & Cost Controls * Five-Star Dining/Menu Development * Teambuilding/Training/Supervision * Safety/Sanitation/Quality Controls * Vendor/Inventory Management | * Guest Service Excellence * Multioutlet Operations * Turnaround Management * Strategic Marketing & Sales * Payroll/P&L Management * Profit & Growth Strategies * Restaurant & Kitchen Design |

Experience

Gold Resorts — Seattle, WA and Nassau, Bahamas

Owner/operator of 25 five-star resorts in the US and Caribbean.

|  |  |
| --- | --- |
| Food Services Manager, 2006-Present  Assistant F&B Manager, 2004-2005  Restaurant Manager, 2002-2004 | Bar Manager, 2001-2002  Assistant Manager, 2001  Manager Trainee, 2000 |

* Elevated gross sales of Gold Resorts’ Seattle property 27% in first year as food services manager and by 12% or more every year thereafter.
* Achieved record profitability of restaurant and catering operations for the past three years. Cut food and labor costs by 16% while increasing sales, food/service quality and guest satisfaction.
* Redesigned menus and dining room layout; renegotiated terms with vendors/suppliers; halted rampant waste; and unified front- and back-of-house staff to create a cohesive, cooperative team committed to premium guest service and optimum profitability.
* Restored profitability to Nassau resort’s fine dining restaurant as restaurant manager, propelling a 25% margin swing (from -6% to +18%) in one year. Efforts resulted in distinction as one of the “Top 500 Grossing Restaurants” by Restaurant Magazine for two years in a row.

Awards

* Best Fine Dining Restaurant (2007, 2008, 2009)
* Best Wine Bar (2007, 2008)
* Best Catering Service (2007, 2008, 2009) 0 Grossing Restaurants
* Restaurant Magazine (2003, 2004)

Education

Northern Arizona University, BS in Hospitality Management, 1999

Additional Training & Certifications:

* Culinary Managers Program, 2002
* Five-Star Training, 2000, 2001
* ServSafe Certified, 2000
* CDC Certified, 2000

Foreign Language

French

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